

In the claims:

1. (Currently Amended) An apparatus, comprising:
a processor adapted for communication via a communication network,~~the processor~~
including:
a monitoring module for requesting and receiving information associated with a device configured for communication via the communication network;
an error counter to record the number of times a device does not reply to a information request; and
a warning module for generating and transmitting a warning when the ~~received information is indicative of a predetermined condition~~ error counter exceeds a predefined tolerance level, and
a database server in which to store one or more device error count tolerance levels, a set of device identification information to identify the subject device in the warning, a set of device operating information to be included in the warning and a set of information associated with a desired action plan directing where the warning should be sent.
2. (Original) The apparatus of claim 1, wherein the monitoring module includes:
an initiating module for querying a status of the device; and
a receiving module for receiving an indication of the status.
3. (Original) The apparatus of claim 1, wherein the device includes a device selected from the group consisting of an automatic call distributor, an operator workstation, a voice response unit, a host computer, a database server, an automatic dialer, a wallboard, a readerboard, a command server, a reporting server, and an application server.
4. (Original) The apparatus of claim 1, wherein the communication network includes a local area network.
5. (Original) The apparatus of claim 1, wherein the communication network includes a wide area network.

6. (Currently Amended) ~~An apparatus, comprising:~~ A processor adapted for communication via a communication network, ~~the processor including:~~ comprising:

means for requesting and receiving information associated with [[a]] one or more devices configured for communication via the communication network; ~~and~~

means for incrementing an error counter associated with a device if the device does not reply to a request for information and comparing the error counter value to a series of increasing predetermined tolerance levels;

means for generating a warning of escalating urgency when the received information causes the error counter value to exceed a escalating set of predetermined tolerance levels wherein the warning includes a set of device identification information, a desired action plan and a set of device operational information; and

means for transmitting the warning.

7. (Currently Amended) The ~~apparatus~~ processor of claim 6, wherein the means for requesting and receiving information associated with a device configured for communication via the communication network includes:

means for querying a status of the device; and

means for receiving an indication of the status.

8. (Currently Amended) A computer-readable medium having stored thereon a set of instructions which, when executed by a processor, cause the processor to perform the steps of:

requesting and receiving information associated with a device configured for communication via the communication network; ~~and~~

determining the existence of a predetermined condition for a device from the received information;

generating a warning when the received information is indicative of a predetermined condition being met, wherein the warning includes a set of device identification information, a desired action plan and a set of device operational information wherein the device operational information comprises one or more of: a value indicative of a period of time since the particular device last handled a call, a value indicative of a period of time since a particular voice line connected to the particular device last handled a call, a predefined latency threshold value stipulating the maximum allowable time since a particular voice line last handled a call associated

with a particular device, a value associated with an error counter representing the number of queries that did not receive a reply and a predefined tolerance value associated with the error counter; and
transmitting the warning.

9. (Currently Amended) A method for managing a call center, ~~the method comprising:~~
monitoring ~~[[a]] one or more devices and their one or more associated voice lines, which are device-associated-integral~~ with the call center and which are connected to a communication network,
by transmitting a Remote Procedure Call to the device and receiving a reply; and
measuring an elapsed time since the last reply from a device;
comparing the elapsed time to a predefined latency threshold value assigned to the device;
repeating the monitoring, measuring and comparing steps until the device's predefined latency threshold is surpassed;
generating a warning when a predetermined condition is indicated the predefined latency threshold is surpassed wherein the warning includes a set of device identification information, a desired action plan and a set of device operational information.; and
transmitting the warning.

10. (Currently Amended) The method of claim 9, ~~wherein monitoring a device associated with the call center includes monitoring a plurality of devices associated with the call center,~~ wherein the device operational information comprises one or more of: a value indicative of a period of time since the particular device last handled a call, a value indicative of a period of time since a particular voice line connected to the particular device last handled a call, the predefined latency threshold value stipulating the maximum allowable time since a particular voice line last handled a call associated with a particular device, a value associated with an error counter and a predefined tolerance value associated with the error counter.

11. (Original) The method of claim 9, wherein monitoring a device associated with a call center includes pinging the device and receiving a reply.

12. (Currently Amended) ~~The method of claim 9, wherein monitoring a device associated with a call center includes transmitting a remote procedure call to the device and receiving a reply~~ The apparatus of claim 6, wherein the device operational information comprises one or more of: a value

indicative of a period of time since the particular device last handled a call, a value indicative of a period of time since a particular voice line connected to the particular device last handled a call, a predefined latency threshold value stipulating the maximum allowable time since a particular voice line last handled a call associated with a particular device, a value associated with an error counter and a predefined tolerance value associated with the error counter.

13. (Canceled)

14. (Original) The method of claim 9, wherein generating a warning when a predetermined condition is indicated includes generating a warning when the device is not connected to the communication network.

15. (Original) The method of claim 9, wherein generating a warning when a predetermined condition is indicated includes generating a warning when a voice line of the device is not operational.

16. (Canceled)

17. (Currently Amended) The method of claim 9, wherein transmitting a warning includes transmitting a warning to a desktop computer.

18. (Currently Amended) The method of claim 9, wherein transmitting a warning includes transmitting a warning to a wireless phone.

19. (Currently Amended) The method of claim 9, wherein transmitting a warning includes transmitting a warning to a personal digital assistant.

20. (Currently Amended) The method of claim 9, wherein transmitting a warning includes transmitting a warning to a pager.

21. (Currently Amended) The method of claim 9, wherein transmitting a warning includes transmitting a name and phone number associated with a designated contact person.

22. (Canceled)

23. (Currently Amended) The method of claim 22 9, wherein transmitting device identification information includes transmitting an IP address associated with the device.

24. (Canceled)

25. (Canceled)

26. (Canceled)

27. (Canceled)

28. (Canceled)

29. (Canceled)

30. (Currently Amended) The method of claim 29 9, wherein transmitting a predefined tolerance value includes transmitting one of a series of increasing tolerance values.

31. (Currently Amended) A method for managing a call center, ~~the method~~ comprising:
 means for monitoring one or more devices and their one or more associated voice lines,
 which are a device-associated integral with the call center and which are connected to a
 communication network by requesting and receiving information from the device;
 means for incrementing an error counter associated with a device if a device does not reply;
 means for comparing the error counter value to a set of predetermined tolerance levels;
 means for generating a warning when a predetermined condition is indicated by the error
 counter value based on the predetermine tolerance levels wherein the warning includes a set of
 device identification information, a desired action plan and a set of device operational information
 wherein the device operational information comprises one or more of: a value indicative of a period
 of time since the particular device last handled a call, a value indicative of a period of time since a
 particular voice line connected to the particular device last handled a call, the predefined latency
 threshold value associated with the particular voice line connected to the particular device, a value

associated with an error counter and a predefined tolerance value associated with the error counter;
and
means for transmitting the warning.

32. (Original) The method of claim 31, wherein the means for monitoring a device associated with the call center and connected to a communication network includes:

means for querying a status of the device; and
means for receiving an indication of the status.